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41319-94734

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In the application of : Mannion, Liam  
Serial No. : 10/650,227  
Filed : August 28, 2003  
For : Improved Load Balancing in a Network of  
Call Centers  
Examiner : Nguyen, My Xuan  
Art Unit : 2617  
Customer number : 23644

**RESPONSE TO FINAL OFFICE ACTION MAILED MARCH 23, 2007.**

Honorable Director of Patents and Trademarks

P.O. Box 1450

Alexandria, VA 22313-1450

Dear Sir:

In response to the final Office Action mailed March 23, 2007, applicant makes the following submission: